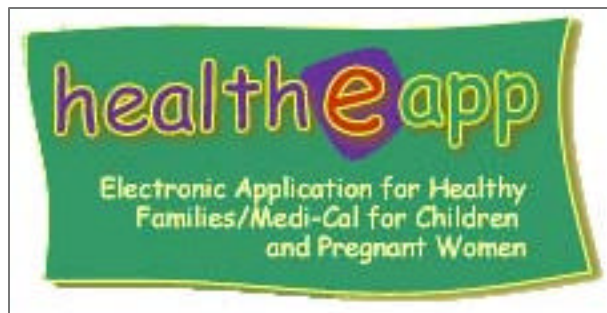# Using Health-e-App

Purpose

This chapter provides information about Health-e-App, an online version of the joint Healthy Families and Medi-Cal for Families mail-in application. Included are the system requirements and how to use the application and submit the required documentation. Administrative functions also are described.

Introduction

The Health-e-App program is available to Enrollment Entities (EEs) and their Certified Application Assistants (CAAs) to support efforts in enrolling children who qualify for Medi-Cal or Healthy Families coverage. Health-e-App uses the Internet to simplify and speed up the application process so children can be enrolled as quickly as possible. Using this electronic alternative to the traditional paper joint Healthy Families and Medi-Cal for Families mail-in application, CAAs now can submit applications for these programs quickly and easily. Built-in error checking prevents the omission of required data and checks the completeness of the applications to reduce errors that slow application processing and approval.

Traditionally, families have applied for the Medi-Cal and Healthy Families Programs using the mail-in process. Applicants would obtain a copy of the application, complete it and mail it to the Single Point of Entry (SPE). At SPE applications are screened for potential no-cost Medi-Cal and processed for Healthy Families. With Health-e-App, CAAs complete the applications over the Internet, which provides applicants with a real-time preliminary eligibility screening from SPE. Applicants receive an electronic confirmation of receipt of their applications. These confirmations also provide a unique tracking numbers from SPE for both tracking and follow-up purposes.

Electronic Application for Healthy Families/Medi-Cal for Children and Pregnant Women

Improved Application Process

Health-e-App simplifies the application process and reduces the application processing time so children can obtain needed health insurance as quickly as possible. It also provides a defined data entry process for information that helps to reduce application errors. The online application process offers the following enhanced features:

- Disposition tracking for each application
- Preliminary eligibility screening in just seconds
- Instantaneous error checking to improve quality of application information
- Online selection of health care providers and health, dental and vision plans (for Healthy Families applicants)
- Electronic payment of Healthy Families initial monthly premiums
- Automated computing of income and deductions
- Electronic signatures (if signature device is used)
- Interactive web-based training for CAAs
- Americans with Disabilities Act (ADA)-compliant English and Spanish versions

Health-e-App Improves Data Quality

Health-e-App's programming automatically checks for invalid and incomplete data, reducing the number of errors in required fields (e.g., date of birth) that contain information critical to application processing and eligibility determination. In addition, Health-e-App asks the same questions as the paper application in almost exactly the same order. CAAs who are familiar with the paper application will not have to "re-learn" the application format.

Minimum Requirements for Health-e-App

Health-e-App is available to those EEs and CAAs who have signed up to use it. The specific hardware and software requirements are listed below.

Minimum Hardware Requirements:

- A computer equipped with Windows 95® (or higher) or Macintosh operating system
- A printer capable of at least 300 dots per inch (DPI) resolution
- A fax machine (with fine resolution settings recommended)
- Internet access

Optional Hardware:

- SigLite 1X5 electronic signature device from Topaz Systems
    - o Type TS261-B uses a standard RS-232 serial interface that can be used with Windows 95®, Windows NT® and computers without a USB Interface
    - o Type T-261-USB for USB equipped computers running Windows 98® or higher or Macintosh 8.5 or higher

Minimum Software Requirements:

- For a Windows® equipped PC, Internet Explorer 4.x or higher
- Netscape 4.x or higher can be used if a signature device is not used
- For a Macintosh PC, Internet Explorer 5.x or higher
- Netscape 4.x or higher can be used if a signature device is not used
- Adobe Acrobat® Reader (free software download available)
- SigPlus signature pad software (if using an electronic signature pad)

With Health-e-App, EEs and CAAs must comply with the same confidentiality requirements as with the mail-in application. Because Health-e-App is an online system, there are strict username and password requirements.

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Using Health-e

Getting Started

Enrollment Entities must designate a contact person. This person should call the Health-e-App (HeA) Help Desk at 866-861-3443 to obtain a HeA password and begin the process to provide access to the Enrollment Entities's CAAs who will use Health-e-App.

The process EEs use to establish an account and link its CAAs is listed below:
- The EE calls the HeA Desk at 866-861-3443.
- The HeA Help Desk verifies the identity of the EE.
- The EE specifies the names and CAA number of each selected CAA.
- The HeA Help Desk provides the EE log-in information for the CAA Registration Website.
- Once logged onto the CAA Registration Website, the EE registers each selected CAA.

Once the CAA registration process is complete, EEs will receive a separate log-in instruction sheet for each CAA they registered. The log-in instructions will provide a temporary log-in password for each CAA to access the Health-e-App website. The CAAs must change their temporary passwords in order to begin the online training tutorial. Each CAA's password will expire every 30 days. CAAs must access the Healthy-e-App system at least once during each 30 day period to continue their status as a registered user or their passwords will expire.

> **NOTE:** CAAs whose passwords have expired must call the Help Desk at 866-861-3443 to have their passwords reset.

CAAs must complete the online tutorial before they are granted access to Health-e-App for enrollments. Once they complete the tutorial, CAAs will be able to complete applications on the Internet, electronically transmit applications and receive a preliminary indication of which programs the children may be eligible for.

The Administrative Module of Health-e-App: View Workload Feature

One of the options in the Administrative Module is View Workload. The View Workload screen is designed to allow EEs to track their CAAs' work in-progress. This function allows EEs to view the workload of all its registered CAAs. For security reasons, the View Workload function will not allow EEs to access and view the actual applications.

Using Health-e-App

CAAs access HeA via www.healtheapp.net. Completing applications online takes 20 to 30 minutes. Once CAAs complete an application with Health-e-App, the system will generate a specialized Documentation Fax Cover Sheet to fax the required documentation.

Faxed Documentation

- After completing and submitting applications, CAAs should fax the supporting documents immediately.
- Fax documents to HeA at 1-866-848-4976.
- Use the specialized Documentation Cover Sheet when faxing any supporting documentation.
- CAAs must fax the supporting documentation SEPARATELY for EACH family for whom they complete an application. DO NOT fax documentation for more than one family under one Documentation Fax Cover Sheet.

After submitting the HeA and faxing the supporting documentation, DO NOT mail a copy of the application and/or documentation. If any updated or further documentation is required for determining eligibility, the family will be contacted. See page 9-6 for a sample Documentation Fax cover Sheet.

Mailed Documentation

If updated or additional documentation is requested after the case has been initially reviewed and the applicant wishes to mail the documentation, DO NOT include a copy of the Documentation Cover Sheet. Instead, write the Family Member Number on EACH piece of documentation.

On-line Broadcast System

The HeA on-line messaging system is maintained by the HeA Help Desk. It provides a way for the HeA Help Desk to publish and broadcast on-line messages to HeA users. The on-line broadcast system allows the HeA Help Desk to broadcast messages on updates to the HeA process, notification of system downtimes and helpful hints and tips for HeA users.

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Using Health-e

Healthy-e-App Fax Document

Health-e-App: Documentation Cover

DCN

healtheapp[SM]
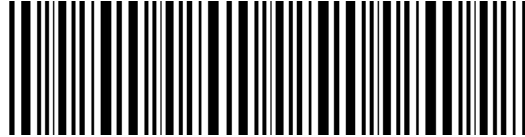
Documentation Fax Cover Sheet

** This page **must** be the first page of the fax transmission. **
** Your documentation must be submitted immediately. **

Date:	February 4, 2004
To:	Healthy Families/Medi-Cal
Fax Number:	(555) 555-1234
From:	John Doe
Address	1234 Second Street
	Buelton, CA 95555
Phone:	(555) 555-5678
Document Control Number:	Please check the appropriate box to indicate which documents you are attaching:

☐ Signed Rights and Responsibilities Page

☐ Proof of Income – pay stub, last year's federal income tax filing, etc. (If you know that your family's income will go up or down in the next few months due to overtime, promotion, raises in pay, expected increases in child support, alimony, layoffs, furloughs etc., please explain on a separate piece of paper and fax it along with your supporting documents.)

☐ Proof of Residency (if not using in-State pay stub) – recent bills Sent to your current address

☐ Citizenship – birth certificate

☐ $6.00 per month. Pay for 3 months (total of $18.00), get the 4th Month free.

The first month's premium must be paid in order to get coverage. Please check the appropriate box to indicate how you will submit Payment.

☐ Sending a personal check, money order or cashier's check to address below. Please make sure that you Document Control Number is written on the check and make it payable to: Healthy Families Program

Mailing Address: Healthy Families/Medi-Cal for Children and Pregnant Women
P.O. Box 138005
Sacramento, CA 95813-9984